**HRAccess Program**

HCSC Standard Operating Procedure

PAY-012 – Employment Verification Process

CY 2021

Reviewed By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_

Approved By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_

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# Background

This Standard Operating Procedure (SOP) is a revision to a previously approved SOP. It has been revised to include enhanced information and to adhere to a new SOP format.

This is an Internally Process Driven change to a previously approved SOP. It requires review and approval only by the HRAccess Program Management Office (PMO). An information copy of the HCAccess PMO-approved SOP will be provided to the Transportation Security Administration (TSA), Office of Human Capital (OHC).

# Purpose and Scope

This Standard Operating Procedure describes the necessary steps to provide timely and quality services as well as proper direction to Transportation Security Administration employees in completing actions in the Employment Verification Process. The purpose of this SOP is to describe the critical steps for completing Employment Verifications for current and former TSA employees.

This SOP applies to the Payroll/Personnel/Benefits Group, specifically the Payroll Document Processing team. Their task is to ensure that Employment Verifications are completed and sent in a timely and accurate manner.

Requests for verification of employment are received through Document Management (mail) and/or Siebel/Tier 1 (e-mails and faxes) and sent to the Payroll Document Processing team to be completed.

# Roles and Oversight Responsibilities

The actors and their roles in the Employment Verification process are delineated below.

| **Role** | **Responsibility** |
| --- | --- |
| **TSA Employee or Requesting Party** | Determines if the verification that they must have completed may be completed by TALX or the HRAccess Human Resources Service Center (HRSC) and submits the verification to the appropriate office. |
| **HCSC / Payroll (Document Processing) Team Member** | Verifies whether or not the request should go to the Work Number and ensures that the request is valid and completes and submits verification to the employee and/or requesting party in a timely and accurate manner. |
| **HCSC Payroll Quality Assurance (QA)** | Ensures that information is complete and accurate. |
| **Help Desk/Document Management** | Platforms the Employment Verification Service Request (SR). |

# Procedures

**Note: This process requires handling of Personally Identifiable Information (PII). All HRAccess personnel involved in this process must adhere to the procedures outlined in IOP-PMO-SEC-008, *Protecting PII*.**

| **Employment Verification Process** | | |
| --- | --- | --- |
| **Functional Area** | **Action** | **Notes** |
| **Step 1**  **TSA Employee or Requesting Agency** | Submit verification request to HRSC. |  |
| **Step 2**  **Help Desk/Document Management** | Receive verification form. |  |
| **Step 3**  **Help Desk/Document Management** | Create SR.  Platform to Payroll. |  |
| **Step 4**  **HCSC Payroll** | Assign SR to HRSC processor. |  |
| **Step 5**  **HCSC**  **Payroll** | Does the request contain the last four of the employee’s social security number and is the Consent to Release form signed?  If No, go to Step 6  Or  If Yes, go to Step 10 | Note: A Consent to Release form is not required if the form was submitted by a Sate or Government Agency (i.e. SSA, DoL, or Unemployment forms).  Additionally, a consent to release form is not required in cases where we are confirming that the employee does not work for TSA.  Note: Public Service Loan Forgiveness (PSLF) forms are not processed/certified by OHC Access and should not be sent to the Helpdesk/Service Center. The Field HR/BMO/RMO can certify the form.  . |
| **Step 6**  **HCSC**  **Payroll** | Notify TSA employee or Requesting Agency of missing Consent Form. | Via email or U.S. mail. |
| **Step 7**  **HCSC Payroll** | Submit to QA. | Change sub-status to In QA Process.  Note: Cases go through quality reviews on a ten percent basis. Quality review as deemed necessary by lead based on the expertise level and/or QC scores. |
| **Step 8**  **HCSC Payroll QA** | Was TSA employee or Requesting agency notified of missing consent form by phone, email or letter?  If Yes, go to Step 9  Or  If No, go to Step 6. |  |
| **Step 9**  **HCSC**  **Payroll** | Update and Close SR.  End process. |  |
| **Step 10**  **HCSC Payroll** | If paperwork is requesting/containing:   1. Attorney inquiries 2. Personnel records 3. Time and attendance records 4. Application verification 5. Character references   Re-platform SR to Special Handling for items listed above.  End process.  Or  If paperwork is requesting:   1. Workers compensation data 2. Benefits information 3. Retirement information 4. Department of Labor (DOL) data   Re-platform SR to Benefits for items listed above.  End process.  Or  If paperwork is requesting VLTP data  Re-platform SR to Payroll, VLTP.  End process.  Or  If paperwork is an Unemployment Request: Encrypt the paperwork and email via Siebel to Monica Thomas ([monica.thomas@tsa.dhs.gov](mailto:monica.thomas@tsa.dhs.gov)). Peer to Peer QC is required before email is sent. Add a note to SR: “Unemployment Verifications to be handled by HC directly. Closed per HC request.” Resolve the SR.  End Process.  Or  Go to Step 11. | Send email to Lead and Manager |
| **Step 11**  **HCSC**  **Payroll** | Complete verification form. | * Log on into NFC Mainframe with username and password * The IRIS100 (for current employees) and 500 screens (for previous employees). Provide a listing of all 100 and 500 screens and the information that can be found on each * For information regarding personnel actions, proceed to the IRIS 125 screen or IRIS 525 screen if the employee is separated (if unsure of what a Nature of Action codes means, place cursor under the code and hit the “F2” key and the personnel action will be listed at the top of the screen) * For information regarding position title, pay plan, salary, service computation date, tour of duty hours, duty station, etc. proceed to the IRIS 122 screen or the IRIS 522 screen for former employees * For information regarding entry on duty dates, service computation dates, etc. proceed to the IRIS 102 screen or IRIS 502 for former employees * For information regarding health benefits coverage, proceed to IRIS 115 for current employees or IRIS 515 for former employees and continue to hit the “Enter” key to view all coverage records   The third party requesting a grouped listing of earnings (such as quarterly earnings, year to date, etc.) uses the UCFE table. “UCFE-Unemployment Comp for Fed Empl” are the earnings records requested regarding the past year’s earnings.  The UCFE screen does not appear on the first screen in the NFC Mainframe; you have to hit the “F8” key to proceed to the next screen. Select the UCFE and then hit enter. Next to “Select Function”, type “QU”. Next to “Record Type,” type “1” and hit the “Enter” key.  Quarterly: Type “1”  Year to Date: Type “4”  Type the employee’s social security number (with no dashes) next to “Enter SSNO”. Hit the “Enter” key. Print the screen and attach to the verification or use the information to complete the necessary fields for the verification.  Earnings records requested regarding the past year’s earning  Go to NFC/Rumba and select PINQ8  <https://www.nfc.usda.gov/reporting/index2.asp> to log into the NFC Reporting Center.  Hit the tab key or use the mouse to place the cursor next to “PINQ8 Payroll Inqy Sys IDMS08”.  Type the employee’s social security number (with no dashes).  Type the two-digit screen number from the menu on the screen that exhibits the different screens and what they display.  Type the two-digit pay period that needs to be viewed.  Hit the “Enter” key.  To proceed to a different pay period, hit “Tab” key until the cursor is underneath the “PQ” title; type the two-digit pay period and hit the “Enter” key.  More earning statements include the previous year’s W-2.  Proceed to the URL <https://www.nfc.usda.gov/reporting/index2.asp> to log into the NFC Reporting Center.  Enter User ID and password and click “Log In”. To individually select one statement of earnings and leave at a time, click “Statement of Earnings and Leave”.  To select a group of statements of earnings and leave to view at once, select “Payroll Listing for W-2 Research”.  Select the pay period (or pay periods if viewing the payroll listing for W-2 research) that need to be viewed.  Information from 8/21/2005 going forward can be found in the IRIS 100 and 500 screens; however, if the requesting party is in need of information prior to 8/21/2005, this can be found in the EMR (Employee Master Record).  Open the “Viewer” EMR (Employee Master Record).  Open the “Viewer” EMR (Employee Master Record) icon.  In the “Perform Anacomp Query” window select either “Employee Name” or “Social Security Number” depending on the information that is available from the “Field” dropdown menu.  From the “Operation” dropdown menu, select “Equals” or “Contains”.  In the “Value” field, type the social security number or name of the employee. If typing the employee’s social security number, the dashes must be present in the number.  Click “Search”.  Scroll through “Matching Reports” until the record for the appropriate record is found.  Under “Matching Records Within Selected Report” highlight the appropriate record.  Click “View”.  Continue to scroll through the pages of record to find the information that is needed:   * The first page of the EMR record contains information for the given pay period that was selected as well as general information such as salary, service computation date, etc. * The second page of the EMR contains information regarding Control Information, Retirement/FICA, insurance, Thrift Savings Plan, Miscellaneous earnings and deductions and year to date totals * The third page of the EMR contains leave information and tax withholding information * The fourth and fifth pages of the EMR contains information regarding T&A (time and attendance) data and address information as well as pay period transactions * Please refer to the “Reading the EMR” PowerPoint guide for more information regarding how to find information in the EMR   Proceed to the URL <https://wta.hs.nfc.usda.gov/webta/> to log into webTA.  If records prior to pay period 07 of 2010 are needed, proceed to the URL  <https://wta5.hs.nfc.usda.gov/archive/>  Click “Login”  Type user ID and Password  Click “Log In”.  Is the requesting party asking for VLTP (Voluntary Leave Transfer Program) Records?  Click the “LTP” button under the “HR Administrator Main Menu”.  Click the “LTP” button under the “HR Administrator Main Menu”.  Hold the “Ctrl” key and hit the “F” key.  Type the employee’s last name  Click “Next”.  Select the record of the employee and hit the “End” key.  Click the “Transactions” button and print the record.  Searching for employees and looking up leave data and other information, you can use the Master Timekeeper (to view and input data) or HR Admin (to view data).  Click the “Master Timekeeper” button  OR  Click the “HR Admin” button.  Click the “Search” button next to “Search For Employee”.  Is the employee still active?  Enter the employee’s social security number or first and last name.  Select “Inactive” from the dropdown menu next to “Status”.  Select “Inactive” from the dropdown menu next to “Status”.  Enter the employee’s social security number or first and last name.  Click “Search”.  Click “Certified T&A’s”.  This is typically the best option for viewing hours worked, leave taken, etc. however other options can be used. The “Leave Audit Report” button provides information regarding leave earned and taken for each specific area of leave so this option is sometimes best depending on the information needed.  Select the pay period that needs to be viewed.  Click the “View Certified Summary” button.  If more time and attendance summaries need to be viewed, click the “X” button to close the T&A and continue to follow this step until all necessary T&A’s have been viewed. |
| **Step 12**  **HCSC**  **Payroll** | Document in Siebel. | Write a note on the SR stating that the information has completed and sent to QA.  Place the document in the sub-status “In QA Process” in Siebel.  Submit the completed verification to the address or fax number provided by the requesting party. |
| **Step 13**  **HCSC**  **Payroll** | Submit verification form to QA. | Submit verification with all questions that could be completed to QA for review.  Note: Cases go through quality reviews on a ten percent basis. Quality review as deemed necessary by lead based on the expertise level and/or QC scores. |
| **Step 14**  **HCSC**  **QA** | Is verification form approved?  If Yes, go to Step 16  OR  If No, go to Step 15 | Was all information accurate and complete?  Yes: Place a note on the SR explaining that the action has passed quality assurance  Or  No: Place a note on the SR explaining that the verification has been returned to the caseworker for correction and place the SR in the sub-status “In Progress”. |
| **Step 15**  **HCSC**  **QA** | Return to HRSC Processor.  Go to Step 10. | Complete questions as needed and submit to HRSC.  Return verification to caseworker with a detailed explanation of the correction(s) needed. |
| **Step 16**  **HCSC Payroll QA** | Is the approved verification to be mailed or faxed?  If mailed, go to Step 17  OR  If faxed, go to Step 18. |  |
| **Step 17**  **HCSC Payroll**  **QA** | Submit the approved verification to the address provided by the requesting party.  End Process. |  |
| **Step 18**  **HCSC Payroll** | Submit the approved verification to the fax number provided by the requesting party. |  |

# Prerequisites

## Government Furnished Equipment/Information (GFE/GFI)

N/A

## Systems Access

**Payroll (Document Processing) Team Member** – Utilize NFC Mainframe (IRIS, PINQ, DOTSE, EPIC, HCUP, RETM, SPPS Web, SPPS Mainframe, TMGT, UCFE, ABCO, CULPRPT, FOCUS, RFQS); NFC Reporting Center (T&A Error Analysis, T&A Missing Personnel Actions, T&A Transmission Access, T&As Not Received by NFC, Statement of Earnings and Leave, Payroll Listing for W-2 Research, W-2 Wage and Tax Statement, Workforce Reports); webTA (Master Timekeeper); eOPF (HR Specialist, Super User); EmpowHR (Cancel/Correction/Update/Applied, EPP Worklist, History Correction Update, HR Initiator, New SINQ PAR Processor, New SINQ Payroll Processor, NFC Auto Action Worklist, PAR Processing, Payroll Processing, TSA Admin Reports, TSA HR Services, Worklist Administration)

# SOP Document Management

This SOP will be maintained in accordance with the requirements stated in paragraph 6, SOP Document Management, of PMO-DCM-003, HRAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures.

# Measurements

This section identifies the metrics that will be used to evaluate performance of the given procedure.

## Process Management Measures

Process Management Measures are those metrics that are used by the Process Owner to track and manage day-to-day performance of the process.

| Metric Name and Description | When Recorded | Where Recorded |
| --- | --- | --- |
| Productivity Metrics | Weekly | Payroll Productivity log |
| QA Error log | Daily | QA Log |

## Program Management Measures

Program Management Measures are those metrics that are used by the Program Manager to track week-to-week and month-to-month performance of the process.

| Metric Name and Description | When Recorded | Where Recorded |
| --- | --- | --- |
| N/A |  |  |

## Program Performance Evaluation Measures

Program Performance Evaluation Measures are those metrics related to this process that are included in the HRAccess Performance Evaluation Plan.

| Metric Name and Description | When Recorded | Where Recorded |
| --- | --- | --- |
| Transactions are processed according to Federal regulations and guidelines | Bi-Weekly | PEP Metric 2.1 |
| Delayed transactions are processed in the pay period after they are due | Bi-Weekly | PEP Metric 2.2 |

# Reports

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Report Title** | **Information Included** | **Recipients (General description; not a list of individual names)** | **Publication Periodicity** | **Responsible POC** |
| Siebel work list | SR numbers and cases to be processed | HRSC Payroll | Daily | HRSC Payroll Manager |

# References

* SOW 3.5.2.7
* SOP HLP-011, Help Desk Email/FAX Process
* SOP SSC-017, Mailroom – Incoming Mail
* IOP-PMO-SEC-008, Protecting PII
* IOP-PMO-DCM-003, HRAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures

# Forms

* Consent form authorizing release of employee information. Signed by the employee.

# Revision History

| **REVISION/CHANGE LOG** | | | | |
| --- | --- | --- | --- | --- |
| **Rev** | **Date** | **Rev. By** | **Section(s) Affected** | **Summary of Changes** |
| v1.0 | 09/03/2010 |  |  | First Draft |
| v1.1 | 12/11/2010 |  |  | Updated release to reflect new SOP template |
| v1.2 | 1/13/2011 |  |  | Reviewed and approved by SME (This was not the final approval) |
| v1.3 | 2/10/11 |  |  | Updated based on notes from SME (Subject Matter Expert) and resubmitted |
| v1.4 | 4/20/2011 |  |  | Updated per recent guidelines and submitted for review |
| v1.5 | 6/24/2011 |  |  | Updated per recent guidelines as well as new changes to the process and submitted for review |
| v1.6 | 8/30/11 |  |  | Updated per recent guidelines and submitted for review |
| v1.7 | 11/08/11 |  |  | Updated per OHC edits and submitted for review |
| v2.0 | 3/11/2013 |  |  | Updated the SOP and process maps to accommodate the requirements of the SOP for SOPs |
| V3.0 | 12/9/2013 | Mike Mitchell | References | Updated References section to reflect accurate title of all referenced documents |
| V3.1 | 12/29/2014 | Mike Mitchell | Appendix A | Added QC checkpoint stars to process map. |
| V4.0 | 7/22/2016  9/17/2019 | Davina Cowan  Omar Almoualem | Title Change –  Section 4 Step | Dropped “The Work Number” from the title. Added Step 10.  Updated date and branding |
| V5.0 | 01/27/2020 | Teresa Sorto | All | Updated to reflect new QC requirement and changes to processing steps. |
| V5.1 | 05/11/2020 | Teresa Sorto | Step 5 | Updated to dictate that a consent to release form is not required in cases where we are confirming that the employee does not work for TSA. |
| V5.2 | 05/14/2020 | Teresa Sorto | Step 10 | Updated to include Unemployment verification requests steps. |
| V5.3 | 12/15/2020 | Ravi Gill | Step 5 | Notated PSLF forms are processed by Field HR/BMO/RMO, not OHC Access |
| V6.0 | 01/28/2021 | Ravi Gill | Cover page | CY 2021 |

# Appendix A – Process Map – Employment Verification Process (SOP PAY-012)



# Appendix B – Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| GFE | Government Furnished Equipment |
| GFI | Government Furnished Information |
| HRSC | Human Resources Service Center |
| OHC | Office of Human Capital |
| PII | Personally Identifiable Information |
| PMO | Program Management Office |
| QA | Quality Assurance |
| SOP | Standard Operating Procedure |
| SOW | Statement of Work |
| SR | Service Request |
| TSA | Transportation Security Administration |